



Foreign Agricultural Service

GAIN Report

Global Agriculture Information Network

Required Report - public distribution

Date: 12/31/2002

GAIN Report #EN2007

Estonia

Retail Food Sector

Report

2002

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Report Highlights:

The fast-developing consolidation of retail outlets through investment by large Scandinavian chains has led to the construction of ultra-modern, fully assorted supermarkets and hypermarkets that may provide new opportunities for exporters who can successfully connect with these companies. Estonia hopes to finalize European Union (EU) accession negotiations by the end of this year and join the Union in 2004. New market entrants will have to be aggressive to compete with the more established European suppliers. Major current constraints to exports of U.S. products include the unfamiliarity of consumers with U.S. grocery products and tariff disadvantages vis-a-vis European suppliers and Estonia's partners of Free Trade Agreements.

Includes PSD changes: No

Includes Trade Matrix: No

Annual Report

Stockholm [SW1], EN

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SECTION I. MARKET SUMMARY

Nordic retail chains entered the Estonian retail market in the mid nineties and contributed to the consolidation of retail outlets. Several large self-service shopping centers with fully assorted, ultra-modern supermarkets and hypermarkets have emerged in the suburbs of Tallinn. The year 2001 was a good year for Estonian trade. Increased income of the population brought about growth of private consumption and raised demand for processed food products. In 2001, grocery sales totalled US\$ 620 million, of which food accounted for 78 percent. The remaining 22 percent consisted of alcoholic beverages and tobacco products. Imported foods accounted for nearly 35 percent of the value. A 12 percent growth in retail food trade turnover is projected for 2002. In 2001, food was sold in 2,715 food retail outlets, of which 102 were supermarkets. Supermarkets, which now account for a 45 percent share of the food retail sector, have experienced growth at the expense of small shops and open-air markets, and the concentration of retail chains is evident. Competition between small groceries is intense, and the emergence of niche stores is developing. There were 40 retail chains of broadly diverse sizes, of which the majority used their own supplies system. Currently, the food retail trade is largely controlled by only a handful of companies. With reduced price sensitivity of customers, the share of open-market food sales has been reduced below 20 percent.

Value of retail food sales by sub-sector, 2001

Sub-sector	Food Sales (\$US Mil)	Share, Percent
Supermarkets/Hypermarkets	310	50
Convenience Stores/Gas Marts/ Kiosks	198	32
Outdoor markets/Independent Groceries	112	18
Total	620	100

In 2001, the Estonian economy grew 5.4 percent, supported by stable foreign demand for direct exports, strong domestic demand, and the related growth in investments. Its per capita GDP of US\$ 4,050 was largest among the three Baltic countries, although several times lower than the average among countries of the European Union. The prices of goods and services rose on average by 5.8 percent. While growth rate in private consumption was a modest 3.4 percent, investments in the Estonian economy grew by 17.2 percent. Investment demand will continue to increase because food sector enterprises must gear up to meet EU quality requirements. There may be opportunities for U.S. suppliers of inputs to these operations.

Viewed strategically, Estonia is an attractive gateway to larger regional markets, including the St. Petersburg region in Northwestern Russia with a population of 44 million, Belarus with a total of 10.3 million people, and the aggregate Baltic market with a combined population of almost 8 million.

Estonia is quickly moving towards EU membership and is implementing many of the EU's food safety, veterinary and phytosanitary standards. This has, in some instances, led to impediments of U.S. trade, for example, sales of beef and pork. Support for healthy trade and expanded investment has come from Estonia's WTO accession in late 1999, and in anticipation of Estonia's accession to the European Union (EU).

Advantages and Challenges Facing U.S. Products

Advantages	Challenges
U.S. products are considered safe and of good quality. The general image of U.S. products is positive.	Long-established consumer preference for domestic fresh products with no additives.
The retail sector is looking for processed food imports. Purchasing power of the population is on the rise.	Strong competition on the local market between domestic producers and increasing imports from EU and FTA partners.
The restructuring of the retail sector is introducing larger volume purchases and demand for a wider variety of products.	U.S. exports are disadvantaged vis-a-vis products from European Union and FTA countries because they face higher tariffs and shipping costs.
The country is viewed as a gateway to larger markets in Northwestern Russia, Ukraine and Belarus.	Estonia is a comparatively small target market for US products.

SECTION II. ROAD MAP FOR MARKET ENTRY

Consumer Profile

In 2001, there were 1.36 million people in Estonia. Consumption patterns and demand for imported food products are being positively affected by the increased consumer purchasing power, an increase in the expatriate community, and the growth of tourism. In 2001, the 3.23 million tourists visiting Estonia generated revenues of roughly US\$ 682 million. Most visitors to Estonia are Finns (58 percent), followed by Latvians (14 percent), and Russians (9 percent). Consumer preferences differ significantly among various income, age and ethnic groups. Preferences for new products are strong among the younger population, but a significant number of consumers remain at "the tasting level."

In 2001, prices of goods and services rose on average by 5.8 percent, indicating the recovery of domestic demand. Of the 700,000 people comprising the workforce, the official unemployment rate reached 9

percent. With average per capita income still low, the consumption volumes of most food products are smaller than the optimum basket necessary for healthy nutrition. About 30 percent of the population lives in rural areas, where farming provides many households with staples. Estonia's rapid economic reform has led to a distribution of income, which is skewed towards urban areas. There remains a significant segment of the population, including pensioners, whose income levels do not permit much variety in food purchases.

In 2002, the average gross monthly wage totaled US\$ 321. Estonians spend approximately 13 percent of their total food dollar on eating out. Meals prepared at home are preferred to out-of-home dining in nearly half of the families. Women account for 48 percent of the workforce and contribute to the increased demand for meals consumed away from home. With a large proportion of two-income families, most Estonian customers prefer meals that are quick to prepare. Therefore, prepared, frozen and convenience food should be a key focus of US exporters. However, it should be noted that microwaves, refrigerators, and freezers have much more limited capacity than in the U.S. and Western Europe. The large retail chains have been successful in increasingly capturing sales from farmers' markets by meeting consumer demand for high-quality fresh products at competitive prices. At the same time, they are providing consumers with a greater variety of choices. Consumer concern about the presence of genetically engineered products does exist to some extent, and there is a growing interest in organic foods. Given the relatively small consumer base in Estonia, the emergence of pan-Baltic food retailers with centralized distribution schemes will help to achieve the economies of scale needed to make imports viable.

Entry Strategy

As a result of the fast-developing consolidation process, perhaps the most effective strategy for U.S. exporters would be to connect with parent companies of the food retail chains in Europe (mainly in Finland and Sweden) that are expanding their outlets in the Baltics. These chains already have a degree of familiarity with U.S. products.

Market entry strategies for U.S. food products should include:

- 1) Market research in order to estimate product opportunities.
- 2) Advance calculation of the landed cost of a product in order to make price comparisons vis-à-vis competitors.
- 3) Locating an experienced distributor or independent reliable agent/dealer with strategic distribution channels to advise on import duties, sanitary and phytosanitary regulations, and labelling requirements. It is advisable to initiate personal contact in order to discuss marketing matters such as funding for advertising, slotting allowance, in-store promotions and tasting events.
Suppliers may also wish to consider trade fair participation to raise awareness of the product.
- 4) Explore the purchasing arrangements of the larger retail chains.
- 5) Explore the use of USDA export credit programs such as the Supplier Credit Guarantee Program.

U.S. products traditionally have lower customer awareness due to fewer promotional activities than those of domestic and European competitors. For many product categories, new market entrants will have to be aggressive to compete with the more established European suppliers, as their commercial relationships

have been built up and maintained over the past decade.

Several constraints have contributed to the small market presence of U.S. food:

- Trade terms from U.S. companies tend to require advance payment of up to two months.
- An aversion to the assumption of exchange rate risks.
- Minimum quantities offered have often been too large for the small Estonian market (e.g. full container shipments).
- A perception that persists among Estonian importers is that landed costs of U.S. products will be higher compared to European products due to higher transportation costs.
- A perception that U.S. exporters are simply too far away to service the Estonian market.

Supplier choice may depend on the retail or wholesale company's ownership, because part of the stock may belong to a foreign investor who may influence decisions.

Distribution

The retail sector is supplied by a combination of local purchasing, imports through wholesalers, and direct importing by the larger retailers who either have or plan to build their own distribution centers. Wholesale distributors are moving toward direct deliveries with their own sales force and delivery trucks to service retail grocery stores and chains, although cash and carry operations are still common. For sales through agents/wholesalers, usually, one exclusive agent/distributor is appointed to cover the entire country. Small and medium-size companies make their purchases of imported products through importers and wholesalers who have a direct relationship with foreign suppliers. Estonian importers represent several different product lines. Importers may serve a large customer themselves or work with dealers. Only a few wholesalers undertake nation-wide distribution, and almost none carries a complete range of products. Large importers/distributors have separated the distribution business by forming independent logistics centers. By doing so, they are in a better position to offer logistical support to larger retailers who opt to do their own purchasing of imported products.

Import and Inspection Procedures

The Estonian Food Act, effected in January 2000, regulates the production, trade and distribution of food products, as well as health issues. Since then, certain provisions have been amended in view of Estonia's preparations for EU accession. Estonia is modifying sanitary and phytosanitary standards as well, and some of these have blocked once-existing U.S. trade, especially of pork and beef. Estonia accepts U.S. poultry from about 50 plants, which have been approved by the Estonian veterinary authorities. Unless the EU market has re-opened for U.S. poultry products by the time of Estonia's EU accession, U.S. poultry exports stand to lose the Estonian market.

Importers of food products and raw foodstuffs should obtain an activity licence for the import for free circulation. The licence is issued by the Veterinary and Food Board for up to two years with the declared objective of ensuring the proper handling of food products and addressing consumer concerns over the safety of imported foods. Imported food and agricultural products need to be cleared and sealed by the

border inspection service to ensure conformity to Estonian legislation.

Food of animal origin requires a special import permit. The importer must file an application for a special permit with the Veterinary and Food Board, providing the licence number, an identification number for the manufacturer (if required), the planned import quantity, the planned arrival time and point of border entry, product preservation conditions and the purpose for importing the goods. The importer should be contacted for specific details.

The following required information should appear on labels of transport packaging and on accompanying documents (for packaged foodstuffs at the handling stage prior to sale at retail):

- name of the product, product expiration date and name, address and seal of the manufacturer or packer.

Every retail package requires a label (sticker) in the Estonian language with the name of the product, name of the producer and importer, origin, metric weight or volume, list of ingredients, storage requirements, use information, and expiry date or “best before” date indications (Regulation 390, 99, Ministry of Agriculture). Please consult with the importer regarding specific packaging and labelling requirements. Regarding genetically engineered ingredients, Estonia will follow EU regulations, recommendations, and labelling and certification requirements. As of January 1, 2001, labelling is already required for foods produced of or derived from genetically engineered soy and corn. Products that contain or consist of GMOs must adhere to requirements for deliberate release of GMOs, placing them on the market, and handling permits issued by the Veterinary and Food Board. The presence of GMO ingredients should also be clearly disclosed on product labels. Before the handling of a Novel Food is commenced, conformity with regulations is examined. Based on this assessment, the Veterinary and Food Board issues a handling permit.

Exporters to Estonia should provide product quality assurances: a producers’ declaration issued by the manufacturing establishment or a quality certificate. Conformity assurances/certificates for products originating in the EU member states, Baltic countries, and EFTA countries are recognized automatically, while those issued by authorities in other countries are recognized by the Estonian Conformity Assessment Center through a procedure of product testing and approval. It should be noted, however, that the Estonian Conformity Assessment Center recognizes conformity assurances issued for U.S. food products marketed in the EU member countries. It is highly recommended that U.S. product exports to Estonia meet European standards.

Goods imported into Estonia must be cleared through the Estonian Customs. Customs authorities require the following documentation – a copy of the contract, an invoice, a bill of lading indicating the amount, weight and value of goods and the original certificate of origin (form EUR.1 or form A). The following fees, duties and taxes are collected:

- A. A processing fee - a fee of about US\$ 13 is collected per customs declaration.
- B. An 18 percent value added tax (VAT) is levied ad valorem and collected by Customs authorities upon clearance of the imported goods at the border unless the cargo is forwarded to a bonded warehouse.

C. For tobacco products, spirits, alcoholic beverages and beer, an excise tax is imposed. The importer, who has obtained a national license for importing tobacco and alcohol products, must buy the excise tax tags.

D. Packaging tax.

The Estonian legal system is presently sufficiently developed to have in place both trademark protection and licensing provisions. Franchising is increasingly being used for business expansion in Estonia.

A. Supermarkets and Hypermarkets

In 2001, supermarkets and hypermarkets led the food retail sector sales with a 45 percent share, accounting for US\$ 310 million. Continued rapid growth is forecast for this sector as supermarkets and hypermarkets have become more influential at the expense of small shops and markets, and through acquisition, merger and new construction, the retail trade is becoming increasingly directed to a few major chains. Several large self-service shopping centers with supermarkets have emerged in the suburbs of Tallinn. Estonia's proximity to the Nordic countries has played a role in this development. Four Finnish companies are present at the Estonian market -- Kesko, Rautakirja, SOK group and Stockmann. In addition, the Nordic ICA/Ahold and Lithuanian Vilnius Prekyba (VP) chains have established themselves in the country. Opportunities exist for new-to-market products -- particularly for products marketed through the developing retail chains.

Profiles of the Largest Chains

Kesko, the leading retail chain in Finland, has moved aggressively into Estonia. Kesko acquired the Estonian discount chain Säästumarket (Savings Market) in 2001, and operates its own distribution center in Tallinn. There are 42 Säästumarkets at present, of which 19 are located in Tallinn and 23 in 19 of the larger towns in Estonia. It plans to have 50 Säästumarkets operating by the end of the year. Kesko runs two SuperNetto discount stores in Tallinn, and one in Tartu. Kesko is building its chain of larger Citymarket stores in various locations in Estonia, and opened its third Citymarket in Tallinn at the end of November. Kesko plans to convert its Super Netto stores into Citymarkets and within its Citymarket chain will consist of two sizes/formats. In addition to food, the larger format will carry clothes and other consumables. Kesko holds a 15 percent market share, and is aiming at a 20-25 percent market share of the total Baltic grocery trade. It is expected to be the market leader in Estonia by the 1st quarter of 2003.

RIMI Eesti, is a daughter company of ICA/Ahold Baltic, (Swedish company with joint Norwegian and Dutch ownership). Currently, Rimi has 5 stores in Estonia and more are scheduled to be opened. ICA/Ahold now operates 70 stores in the three Baltic countries. Although Rimi has established a distribution center in Riga, Latvia, it will not at present service the Estonian market. Rimi plans to establish a distribution center in Estonia in 2 years after it has opened more stores there.

ETK (the Estonian Central Association of Consumer Societies) is comprised of 27 different consumer-owned cooperatives. The company owns a chain of 5 Maksimarkets (hypermarkets), 13 Konsum supermarkets, 25 smaller Edu markets, 5 Astri supermarkets, and the A&O chain of 32 small-scale discount stores with a pallet sales format. ETK holds a 5 percent share of the retail food market turnover, and a 10 percent of the turnover by super/hypermarkets and chains.

SELVER is a domestic chain of 8 shopping centers, owned by the Estonian company Tallinna Kaubamaja. This fast-growing chain accounts for a 7 percent overall market share (13 percent of super/hypermarkets and chain trade), and is planning to open two new SELVER outlets every year.

Prisma is a chain owned by the Finnish cooperative SOK (Suomen Osuukaupan Keskuskunta) which now operates 4 hypermarkets in Tallinn. The Sikupilli Prisma hypermarket with a 10,000 square meter sales area, is reportedly the largest hypermarket in the Baltics. Prisma accounts for a 6 percent market share. Prisma has been cooperating with ETK through its bonus card system (rebates) for member customers and Prisma, in turn, benefited from ETK's price agreements with suppliers.

Stockmann, a Finnish company, runs a large department store located in an attractive area of the Estonian capital of Tallinn. Its supermarket carries a wide selection of imported food items. Stockmann is popular among middle and high income buyers and tourists.

'R- Kiosk' has about 200 outlets and is the largest kiosk chain which sells foodstuffs along with magazines, newspapers and stationery items.

For a new-to-market exporter, targeting the Estonian food retail sector, it is advisable to find a professional wholesaler or a local agent with strategic distribution capabilities who is knowledgeable about the Estonian market and is able to negotiate and implement product introduction and promotion. Food wholesale companies are cooperating to a large extent because of the tough competition. To stay competitive, Jungent, Abe Stock and AS Kaupmees created a joint logistics company called VIA 3L. Smarten, which is working together with ETK Hulgi, and Hansatee Hulgi AS, and Kesko Eesti have strong positions in the Estonian market. These companies have developed sound logistics and provide for minimum warehousing of goods.

Company Profiles

Retailer Name, Market Type	Owner/Country	2001 sales, US\$ Million	Number of Outlets (2002)	Location	Purchasing Agent

Kesko Food Eesti (Retail chain operator)	Kesko, Finland	70	48 Chains: Saastumarket chain of 42 discounters, Supernetto chain of 3 supermarkets, and 3 hypermarkets (Citymarkets) (expanding)	Tallinn, Parnu, Kohtla-Jarve	Imports directly and through wholesalers
Selver	Tallinna Kaubamaja, Estonia	35	8 (expanding)	Tallinn	Imports directly and through wholesalers
Prisma	SOK, Finland	N/A	5	Tallinn	Imports directly and through wholesalers
ETK Hulgi	Estonian Central Association of Consumer Societies (ETK) Owned by Estonian Consumers	80	450 individual stores, 5 Maksimarket stores, 13 Konsum supermarkets, 5 Astri supermarkets, 25 EDU supermarkets 32 A&O discounters. (Declining)	Tallinn, other Estonian towns and rural areas	Imports directly and through wholesalers
Rimi Eesti	ICA/Ahold Sweden, Norway, the Netherlands	N/A	5 at present (expanding)	Tallinn	Imports directly and through wholesalers

Stockmann	Stockmann, Finland	30	1	Tallinn	Imports directly and through wholesalers
R-Kiosk	Rautakirja, Finland	22	235	Tallinn, other Estonian towns	Direct, wholesalers

B. Independent Groceries, Convenience Stores

These stores are popular with customers and offer selections of both domestic and imported food products. Traditional independent grocery stores are predominantly located in smaller towns throughout the countryside. However, it is still difficult to distinguish an independent grocery store from a convenience store. Competition between the small groceries is intense, and the emergence of niche stores is evident. Some independent stores are being converted to convenience stores or bought out by developing chains. The largest sales are reported by chain stores. Imported products are usually procured through wholesalers. This store sector offers opportunity for U.S. food products.

C. Gas Marts, Kiosks, and Wet Markets

With the rapid development of supermarkets with easy parking and increased product varieties, the popularity of gas marts has decreased in Estonia. Kiosks, which were very popular in early 90's, now account for the lowest market share of the retail food sector. The recent entry of foreign investment has pushed the upgrade and consolidation of kiosks, however. Finnish Rautakirja is a major foreign player in this sector. At present, the company has about 200 kiosks (R-kiosk), which sell food products and soft drinks along with newspapers, magazines and stationery.

There are a number of traditional wet markets in the Tallinn metropolitan area as well as in regional cities. Most belong to municipalities. In general, they offer a wide range of products at prices, which are attractive to low-income customers. Processed and fresh vegetables and fruits, confectionaries, bread products, dairy products, fish, meat and poultry are sold at kiosk-type outlets in traditional markets. During the summer, almost all segments of the population prefer shopping at open air markets for fresh domestic produce delivered by farmers. However, recent studies by the Estonian Market Research Institute (EMOR) showed a drop in the popularity of traditional wet markets. The open-air market share in food sales has been reduced to 20 percent. Customers are increasingly shopping at grocery stores and supermarkets and hypermarkets where selections are larger and heightened competition has either lowered prices or kept them down. The wet market sector offers very limited opportunities for imported food products from the U.S.

SECTION III. COMPETITION

As of January 2000, the MFN Treatment Customs Duty Act imposed MFN rates on imported goods of all countries which have not entered free trade agreements with Estonia, including the U.S. At present,

exports from the EU and countries which are parties to free trade agreements with Estonia, are advantaged by zero duties. The highest MFN duty rates stand at 25-33 percent for pork, 48 percent for poultry meat, 39 percent for sausages, 10 percent for chicken legs and wings, 59 percent for rye, and 40-45 percent for barley and oats. Given the current trade flows, these MFN custom tariffs presently apply to about 15 percent of all agricultural and food imports. Import tariff rates can be found at www.legaltext.ee/en under heading "Most Favoured Nation Customs Duty Act." Duties are not levied on goods transiting the Estonian territory.

For a number of basic food products, domestic production meets the majority of demand. The table below contains consumption data for certain basic food products.

Estonian Food Market Value, 2001

Product Groups	US\$ Million
Red meat and poultry	170
Dairy products	170
Bakery products	100
Potatoes	40
Fats/Oils	40
Soft drinks	45
Fruits/Berries	34
Spices and condiments	14
Vegetables	86
Alcoholic beverages	35
Sugar	20
Jams, honey, confectionery	33

Fish	34
Total	830

Estonia is a net importer of food and agricultural products (wood products excluded). In 2001, food imports worth US\$ 496 million exceeded the value of Estonia's exports, which amounted to US\$ 272 million (excluding wood). The most significant imports included beverages, meat products, fresh and preserved fruits and vegetables, coffee, tea, cotton and animal feeds. Wood product exports, which dominate Estonia's exports, totaled US\$ 449.9 million in 2001. The EU market is gradually opening up for Estonian food products as it adopts EU sanitary and phytosanitary requirements and as the EU increases import quotas for Estonian products. In 2001, the EU accounted for 27.5 percent of Estonia's food and agricultural products export, and 61 percent of Estonia's food imports. U.S. agricultural exports to Estonia totalled US\$ 12.4 million. The U.S. is the second leading supplier of poultry to Estonia with a 26 percent share of poultry imports for its domestic market (5,973 MT). Other major U.S. exports were fish, dried fruit, nuts, cotton, fresh and preserved fruits and vegetables, wines, and liquors. U.S. imports of Estonian agricultural products amounted to US\$ 6.7 million in 2001. Chief U.S. agricultural imports from Estonia included wood products, beverages, frozen fish and fish preparations.

SECTION IV. BEST HIGH VALUE PRODUCT PROSPECTS

There are opportunities for dry, chilled and frozen processed products. Best prospects include: candies, marshmallows, snack foods, pasta preparations, muffins, baking chocolate/chips, barbeque foods/sauces, fresh fruits, vegetables, seafood, wine, graham crackers, nuts, wines, ready-prepared meals or quick-to-prepare-dishes.

SECTION V. KEY CONTACTS AND FURTHER INFORMATION

State Veterinary and Food Board
Vaike Paala 3
Tallinn 11415
ESTONIA
T: 372 638 0079
F: 372 6211441
Email: vet@vet.agri.ee
www.vet.agri.ee

Plant Products Inspectorate
Teaduse 2
Saku Harjumaa 75501
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T: 372 671 2602
F: 372 671 2604
Email: plant@plant.agri.ee

www.plant.agri.ee

Chamber of Agriculture and Commerce

Vilmsi 53b

10147 Tallinn

Estonia

T: 372 600 9349

F: 372 600 9350

www.epkk.ee

Estonian Enterprise Register

T: 372 6113841

F: 372 6460165

Email: eer@eer.ee

www.eer.ee

Estonian Chamber of Commerce and Industry

Toom-Kooli 17

Tallinn 10130

Estonia

T: 372 646 0244

F: 372 646 0245

www.koda.ee/english.html

Estonian Investment Agency

Roosikrantsi Street 11

Tallinn 10119

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T: 372 627 94 20

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info@eia.ee

www.eia.ee

Estonian companies database

Valge Register

www.roland.ee

Association of Estonian Fruit and Vegetable Wholesalers

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www.ki.ee

For including your product offers into the Baltics regional "virtual trade fair" check site

<http://www.food-fair.com>

For general questions about product import, please contact the local FAS office in Riga, Latvia or the regional office of the U.S. Department of Agriculture, FAS at U.S. Embassy Stockholm, Sweden:

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TABLE A. KEY TRADE & DEMOGRAPHIC INFORMATION

Agricultural Imports From All Countries (\$Mil) /U.S. Market Share (percent)*/	567/4
Consumer Food Imports From All Countries (\$Mil)/U.S. Market Share (percent)*/	297/2.7

Edible Fishery Imports From All Countries (\$Mil)/U.S. Market Share (percent)*/	42.6/3.5
Total Population (Millions)/Annual Growth Rate (percent)	1.36/-0.8
Urban Population (Millions)/Annual Growth Rate (percent)	0.9/-0.8
Number of Major Metropolitan Areas	1
Size of the Middle Class (Millions)/Growth Rate (percent)	0.6/N/A
Per Capita Gross Domestic Product (U.S. Dollars)	3705
Unemployment Rate (percent)	13.7
Per Capita Food Expenditures (U.S. Dollars), year	546
Percent of Female Population Employed	48
Average Exchange Rate US\$1	17 EEK

*/ 2001 Data from United Nations database